

Students
Loan Repayment - Collection
LOAN SERVICING BRANCH
 (Atlanta)



Team Roster

Jordan, John (Lead)

Avery, Virginia
 Bryant, Michele
 Cordy, Al
 Dennis, Wanda
 Ford, Irene
 Harris-Reid, Jennifer

Hawk, Anthony
 Hopkins, Neil
 Kutter, Robert
 Morris, Karen
 Roberts, Pearlie
 Scott, Diane
 Scott, Robert L.

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		3.35	3.82			
UNIT COST	Your Portion		\$0.02		\$0.03	
	Other					

Contributions

Status

1. Audit the SSA Death Tape Match to remove accounts from the FSA Active Status Portfolio and refund overpayments to the executors of estates located. (09/30/02)
 Affects customer satisfaction.

2. Attain 98 percent customer satisfaction of inquiries to LSB. (09/30/02) Affects customer satisfaction.
3. Significantly reduce portfolio of 4.3 million accounts in all locations by 09/30/02. Affects unit cost.
4. LSB is working towards helping staff members complete all four required proficiencies for advancement by 09/30/02. Affects employee satisfaction.